



NHS England

NHS England leads the National Health Service (NHS) in England. They set the priorities and direction of the NHS and encourage and inform the national debate to improve health and care.

To help improve primary services national funding has been secured and will provide hands-on support for around 20% of practices in total over the three financial years, with 40% of the total funding available in 2016/17.

The funding will support the Productive General Practice Quick Start programme which have been made available for a limited number of practices as part of the 'Time for Care' programme. The national emphasis is to provide hands on support to help relieve pressure in the practice and release time for care.

About KM&T

KM&T are a worldwide business improvement consultancy that provides 'best practice' business performance solutions through the application of Lean methodologies. We have established offices in the UK, Europe, Asia, Australasia and North America.

Our mission is to transfer knowledge to enable organisations to produce cost effective and efficient ways in which to generate savings, increase profitability and return on business investments in a reduced timescale.

Working closely with our clients, we help to visualise fresh ways of working, that facilitate, coach and mentor teams to implement the tools and techniques to bring about real, demonstrable benefits.

Our Experience



International healthcare projects in Singapore, Canada, France, Belgium, Australia and New Zealand



Worked with over 650 General Practices and more than 75 NHS Hospital Trusts in the UK



Improving processes and patient care



Co-authored the "Productive Series" with the NHS Institute for Innovation and Improvement.

Productive General Practice Quick Start

About the Programme

The Productive General Practice Quick Start programme provides fast, practical improvement to help reduce pressures and release efficiencies within general practice by implementing Quick Start modules taken from the Productive General Practice series.



Creates headspace for practices working their way through current and future pressures.



We work with clinicians and staff to identify and strip out wasteful activities.



Quick Start creates more time, and time is the most precious commodity in a modern practice.



Solving real operational headaches for a practice, de-personalising emotive issues and building improvement confidence.

The programme has been carried out by over 450 practices across NHS England and continues to receive excellent feedback.

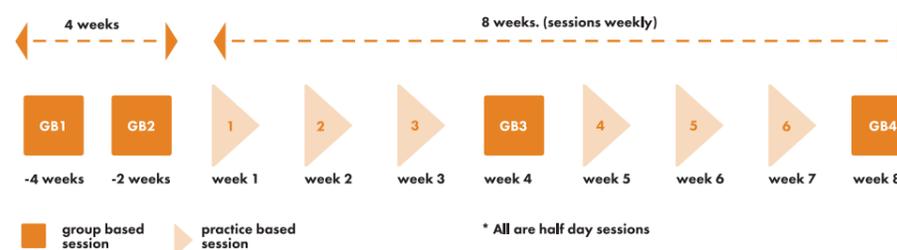
How it works

Quick Start consists of 6 Practice based, half day sessions and 4 group based, over a three month period. These short visits (after all, practice staff still have the day job to do!) are made by improvement experts.

The on site support visits are practical and focused on making changes and improvements there and then – no homework.

Each short visit is structured around the Quick Start Brief, Simulate, Do cycle.

Our on site support is also complemented by high quality workbooks for each work area. You will receive your workbooks as soon as you have confirmed your participation in Quick Start.



"This programme has allowed front line staff to shape the way they deliver care."

– GP & CCG Clinical Lead

Quick Start Modules

frequent attendees

Frequent attendees

Training in a structured MDT meeting format (and data collection) that uses a structured problem solving approach to identify interventions for high volume users or 'frequent flyers'. These meetings, held bi-weekly, help you to release capacity.

well organised practice

Well organised practice

Using workplace organisation techniques such as 5S, transform your reception and back office areas using visual management techniques

clear job standards

Clear job standards

The implementation of visual systems working with the practice manager, nurses and the reception team to help identify working areas and set expectations to reduce completion time of tasks.

team planning

Team planning

The use of pragmatic planning techniques ensures the correct planning of your staff at year, month and day level.

appropriate appointments

Appropriate appointments

A look into the demand on your practice and how the things you do can affect the workload. This will change behaviours and processes to help reduce demand.

common approach

Common approach

For high volume conditions, facilitating discussion and decision making between clinicians in your practice, enables you to form common approaches, so reducing (but not absolutely removing) variation between clinicians.

email, meetings & interruptions

Email, meetings & interruptions

An introduction of structured techniques for individuals (email management) and teams (meetings management) that helps to ensure your time is not wasted and that your communications are clear and effective.

efficient processes

Efficient processes

A process to streamline the way staff carry out tasks within the practice. It is used to create a visual representation of current processes – 'how things are actually done' as to how you think everyone does them, and then to design a more efficient way of working